

# LOCKDOWN LIFTING PLAN CONTINUES TO DELIVER

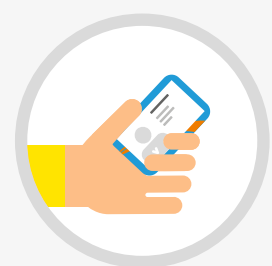


## BEFORE TRIPS



**Starting July 13: mandatory face coverings**

- Free distribution July 13-26 and back-to-school
- Message displayed at front of buses
- Audio message on buses and métro platforms
- Signage at station entrances and on all buses



**Starting August 1 for students with OPUS cards**

- Online renewal on the portals of 100 establishments
- Renewal by mail
- Reservation system for the photo studio



**Starting in mid-August**

Information about the space available on buses provided on our website and partners' apps. Later this fall, information regarding trains on the Orange line



**Ongoing**

Increased cleaning frequency at our facilities



**Completed**

Installation of over 200 hand sanitizer dispensers in all métro stations



**Multiplatform communication campaigns**

- General measures
- Mandatory face coverings
- Real-time information (e.g., Facebook, Twitter, website) on changes in our networks

## DURING TRIPS

### BUSES

**In progress:**

Transformation of buses with the installation of protective screens and the creation of a separate driver area

**Starting July 20**

- Gradual return to front-door boarding and fare validation
- Mandatory exiting at the back to avoid having customers interact (with the exception of customers with functional limitations)
- Relocation of reserved seats
- Communication inside buses to inform customers about new rules

### PARATRANSIT

**In progress:**

Back to fare collection since June 29 and two customers per vehicle starting in late July

### MÉTRO

**In progress:**

Distancing stickers where customers are likely to line up (e.g., elevators, vending machines, booths)

**Week of July 13:**

- Reopening of Espaces clients, and resumption of after-sales service (card transactions only)
- Cash accepted by fare vending machines
- Prototype for new signage designed to ensure smooth traffic flow. Based on the results, a rollout is planned in the network's priority stations

### MÉTRO (suite)

**August:**

Start of rollout of contactless debit/credit card payment at fare booths in seven stations



Let's take care of each other

Here's our tips:  
[stm.info/coronavirus](https://stm.info/coronavirus)